



Docket No.: 2950P085

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

ROBERT JOYCE, ET AL.

Application No.: 10/687,956

Filed: October 17, 2003

For: **Method and System to Provide Expert Support
with a Customer Interaction System**

Art Group: Unassigned

Examiner: Unassigned

PETITION FOR EXTENSION OF TIME PURSUANT TO 37 C.F.R. § 1.136(a)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F. R. § 1.136(a), Applicants for the above-identified application respectfully
Petition the Commissioner for a one (1) month extension of time, extending the period for response to April 21,
2004, from the Notice to File Missing Parts of NonProvisional Application dated January 21, 2004. The petition
filing fee of \$110.00 and a Response to Notice to File Missing Parts of Nonprovisional Application are attached.

If it should be determined that a longer extension of time is required to prevent this application from being
abandoned, please charge any additional fees to Deposit Account No. 02-2666. A copy of the Fee Transmittal is
enclosed for deposit account charging purposes.

Respectfully submitted,

Blakely, Sokoloff, Taylor & Zafman LLP

Date: 4/15/04

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CERTIFICATE OF MAILING/TRANSMISSION

I hereby certify that this correspondence is being deposited with the
United States Postal Service on the date shown below with sufficient
postage as first class mail in an envelope addressed to: Mail Stop
Missing Parts, Commissioner for Patents, P.O. Box 1450, Alexandria,
VA 22313-1450.

Vineta T. Tufono 4-5-04
Vineta T. Tufono Date